



JOB DESCRIPTION – Homeownership Financial Coach

ORGANIZATION

Kalamazoo Neighborhood Housing Services, Inc. (KNHS) was created in 1981 and has been shaped by residents, lenders, local leaders, and government representatives of the core neighborhoods in the City of Kalamazoo. Established as a 501(c)(3) community development company, KNHS is a chartered member of NeighborWorks® America, a congressionally chartered national network of community-based organizations.

We are a non-profit offering a variety of specialized loan products and free financial education services to anyone in the county. Whether you're a homeowner looking to repair your credit, or a renter trying to save for your first home, KNHS can help. We also have a dedicated Foreclosure Counseling service, if you are facing a home foreclosure.

SUMMARY: The Homeownership Financial Coach is responsible for developing strategies that creatively encourage, respect and challenge low to moderate income customers to achieve their goal of homeownership. The Homeownership Financial Coach will engage customers through group education, individual coaching sessions, and mutual accountability.

The perfect person for this position will be motivated by clear goals, believes in people and their ability to navigate personal financial decisions to achieve homeownership.

SUPERVISORY RELATIONSHIP: Reports to HomeOwnership Center Manager

MAJOR RESPONSIBILITIES AND RELATED TASKS

- Develop creative customer-generated Action Plans consisting of SMART goals that inspire, clearly identify steps, and ensure accountability measured by mutual resolution.
- Conduct co-active Education services that offer both expertise and opportunity for introspective learning.
- Market the benefits of homeownership services to expand community resources and opportunities.



- Balance professional delivery of direct coaching services with equally competent administrative efficiencies.
- Bridge the gap between customer's financial behaviors and successful homeownership.
- Motivate and encourage customers to meet their homeownership goals through education, coaching, counseling, and professional accountability.
- Actively engage with lending and housing community partners to grow customer base and enhance tools and resources for existing customers.
- Assert ownership over creating a beneficial customer experience and a positive image of KNHS programs for internal and external members.

STRATEGIC PLANNING

- Collaborate with Leadership Team to recognize current trends and anticipate customer needs.
- Build efficiencies and sustainability around homeownership programs and customer supply and demand.
- Commitment to creative and strategic expansion of financial coaching services to build KNHS business lines and customer base.
- Expand educational services.

OTHER

- Provide clients with information and referrals for housing-related issues outside the scope of KNHS programming.
- Enhance reporting and data tracking measures to effectively serve Kalamazoo residents and west Michigan residents.
- Follow personnel and other agency policies.
- Perform additional responsibilities as assigned by supervisor.

QUALIFICATIONS

- Experience in building rapport with customers and establishing mutual accountability.



- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and wide range of project skills.
- Ability to work effectively in collaboration with diverse groups of people and enjoy working closely within a small organization.
- Strong public speaking ability.
- Enjoys the discovery of learning and the practical application necessary to form new habits.
- Produce expertise in the field of homeownership services including but not limited to: mortgage market, lending practices, HUD & MSHDA requirements, and real estate industry.
- Personal and professional commitment to equity.

PREFERRED

- Bachelor's degree and/or 2 years' experience in customer service
- Experience with coaching toward mutual success.
- Willingness and ability to quickly learn new software and programs
- Ability to multitask within a case load and maximize individual capacity.

DEADLINE

Position will remain open until filled. Application received by June 11, 2018 will be given priority.

SALARY RANGE

Competitive salary commensurate with experience.

SUBMISSION

Please submit to crystal@knhs.org a resume and a cover letter telling us why you're the person to serve KNHS customers in meeting their homeownership goals. NO phone calls, please. Only those who are selected for an interview will be contacted.

